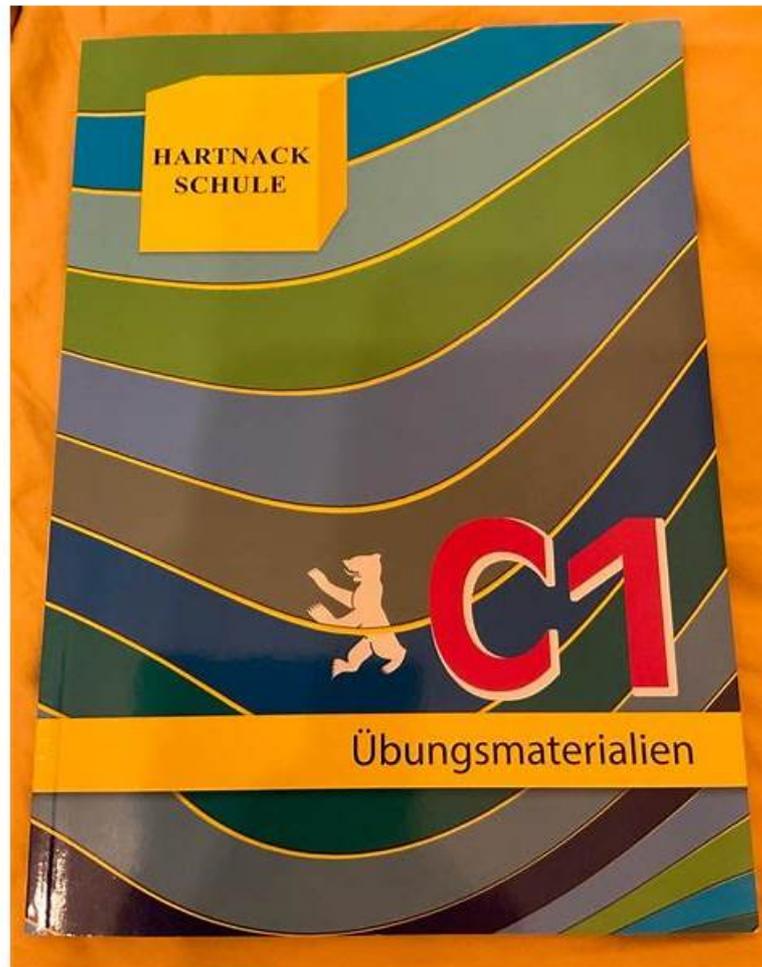


# NP-Con-102 Übungsmaterialien & NP-Con-102 Lernführung: Salesforce Certified Nonprofit Cloud Consultant (NPC) & NP-Con-102 Lernguide



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<https://drive.google.com/open?id=1mg7os01YlcCWP545frofUOGHuzTfQlqG>

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## Salesforce Certified Nonprofit Cloud Consultant (NPC) NP-Con-102 Prüfungsfragen mit Lösungen (Q56-Q61):

### 56. Frage

A nonprofit wants to be in full compliance with Salesforce best practices for data security and has asked its consultant for an evaluation. Which tool should the consultant use to provide this assessment?

- A. NPSP Health Check
- **B. Salesforce Health Check**
- C. Shield Platform Encryption
- D. Salesforce Optimizer

**Antwort: B**

Begründung:

To provide a comprehensive assessment of data security best practices, the consultant should use the native Salesforce Health Check.

What Salesforce Health Check provides:

- \* Security Baseline: It compares the organization's current security settings against the Salesforce Recommended Baseline.
- \* Scoring: It provides an overall "Health Score" (0-100%).
- \* Specific Evaluations: It analyzes critical security settings, including:
- \* Password Policies: Complexity, expiration, and lockout settings.
- \* Session Settings: Timeout values and whether "secure cookies" are required.
- \* Network Security: IP ranges and multi-factor authentication requirements.
- \* File Settings: Restrictions on file types and downloads.
- \* Actionable Advice: For every setting that does not meet the baseline, it provides a "Fix It" link or instructions on how to bring the setting into compliance.

Why other options are incorrect:

- \* Salesforce Optimizer (Option C): This is a general "maintenance" tool. It checks for unused fields, limits, and technical debt. While it has some security checks, it is not a dedicated security assessment tool.
- \* NPSP Health Check (Option D): This is specifically for data integrity within NPSP (e.g., checking if rollups are working or if households have addresses). It does not evaluate the underlying Salesforce platform security settings.
- \* Shield (Option B): This is a product (a set of security features) you can buy, not an assessment tool to evaluate current compliance.

### 57. Frage

A nonprofit uses Volunteers for Salesforce. The nonprofit has volunteers who work the same schedule every week. The volunteer manager wants to avoid asking these ongoing volunteers to sign up for the same shift every time. How should the consultant configure Salesforce to meet the requirement?

- **A. Use the Volunteer Recurrence Schedules in Volunteers for Salesforce to create the volunteers' schedules.**
- B. Use the Job Recurrence Schedule functionality in Volunteers for Salesforce to create the volunteers' schedules.
- C. Install a grid app from the AppExchange to mass enter volunteer hours based on each volunteer's schedule.
- D. Enter all volunteer IDs and schedules on a spreadsheet and use an ETL tool to create volunteer hours records in Volunteers for Salesforce.

**Antwort: A**

Begründung:

In Volunteers for Salesforce (V4S), managing "ongoing" or "reliable" volunteers is handled through a specific automation feature called Volunteer Recurrence Schedules (VRS).

How VRS Works:

- \* Automated Enrollment: While a Job Recurrence Schedule (JRS) is used to create the empty shifts (the "slots" on the calendar), a Volunteer Recurrence Schedule is used to link a specific person (Contact) to those slots on a repeating basis.
- \* Configuration: The volunteer manager navigates to the Volunteer Job and finds the Volunteer Recurrence Schedules related list.

They create a new record for the volunteer (e.g., "Jane Doe").

\* Setting the Frequency: They specify the recurrence (e.g., "Every Monday" or "The 1st and 3rd Friday of every month").

\* Batch Processing: V4S runs a nightly batch job (or it can be triggered manually via "Process Recurrence Schedules"). This job looks ahead (typically 4 months) and automatically creates Volunteer Hours records with a status of "Confirmed" for that person on every date that matches their schedule.

Why Option C is incorrect: A Job Recurrence Schedule creates the "container" for work (the shifts) but does not automatically assign a specific person to them. Why Option A and D are incorrect: These are manual workarounds. The purpose of using a specialized package like V4S is to utilize its native automation rather than relying on external spreadsheets or additional paid AppExchange tools.

By using Volunteer Recurrence Schedules, the nonprofit saves hundreds of hours of manual data entry and ensures that their "regular" volunteers are always accounted for on the roster.

### 58. Frage

A nonprofit organization wants to enable staff to track detailed notes of conversations with clients. Some of the notes will be associated to multiple individuals. Which Nonprofit Cloud object should the consultant configure?

- A. Action Plans
- B. Outreach Summaries
- C. Interaction Summaries

**Antwort: C**

Begründung:

The Interaction Summary object is a cornerstone of the modern Nonprofit Cloud, borrowed from the Financial Services Cloud architecture to support professional-grade relationship management.

One of the primary advantages of Interaction Summaries over standard Salesforce "Notes" or "Activities" is the ability to relate a single set of notes to multiple participants and entities.

Configuration and Usage:

\* The Interaction: Represents the meeting itself (the "Event").

\* The Interaction Summary: This is the record where the detailed, often sensitive, notes are stored.

\* Multiple Individuals: Using the Interaction Participant related list, a consultant can link the summary to multiple Person Accounts. For example, if a caseworker meets with a mother and her two children, a single Interaction Summary can be created and then related to all three individual records.

This ensures that the meeting notes appear on the "Timeline" and "Related Lists" for every person involved without the caseworker having to copy and paste the notes three times.

\* Confidentiality: Because these summaries often contain sensitive case data, they are designed to work with Compliant Data Sharing (CDS). This allows the consultant to ensure that while the note is linked to multiple people, only staff with the correct "Participant Role" can actually read the contents.

Why other options are incorrect:

\* Action Plans (Option B): These are used for tracking a series of tasks or checklists (e.g., "Steps to complete intake"). They are not a note-taking or conversation-tracking feature.

\* Outreach Summaries (Option C): This object is used in Fundraising to roll up the performance of a specific marketing campaign (e.g., total gifts and donor count from a direct mail appeal); it has no relation to client conversations or case notes.

### 59. Frage

A nonprofit organization uses direct mail as one of its communication channels and wants to track mailing and seasonal addresses for its donors. What should be included in the solution?

- A. Multiple custom Address fields
- B. Multiple Contact Point Address records
- C. Multiple Person Account records

**Antwort: B**

Begründung:

Managing complex constituent movement—such as "Snowbirds" who live in Florida for the winter and New York for the summer—is a classic nonprofit challenge. In the modern Nonprofit Cloud, the data model has shifted away from the simple "Mailing Address" fields on the Account/Contact toward the Contact Point Address (CPA) object.

How a Consultant Implements Seasonal Addresses:

- \* Contact Point Address Object: Instead of adding custom fields to the Person Account, the consultant uses the related Contact Point Address object. A single donor (Person Account) can have multiple CPA records (e.g., "Summer Home" and "Winter Home").
  - \* Seasonal Fields: The CPA object includes standard fields specifically for this purpose: Seasonal Start Month/Day and Seasonal End Month/Day.
  - \* Address Synchronization: When the current date falls within the "Winter" range, the Automatic Person Account Mailing Address Synchronization can ensure that the "Winter" address is marked as Is Primary, which then mirrors that address into the standard mailing fields on the Person Account record for use in direct mail exports.
  - \* Usage Type: Each CPA record can be categorized using the Usage Type field (e.g., Home, Work, Temporary).
- Using Multiple Contact Point Address records is the architecturally sound approach because it maintains a single "source of truth" for the person (one Person Account) while allowing for an unlimited history of geographic locations. Option A (Custom fields) is difficult to report on and scale, while Option B (Multiple records for the same person) causes data duplication and fragments the donor's giving history.

## 60. Frage

A Fundraising Operations Manager is entering checks into Nonprofit Cloud by using Gift Batches. Some of the checks are payments on recurring gifts. When the Fundraising Operations Manager attempts to match the checks with the donor's current Gift Commitment in the Gift Entry window, no matching records appear. Which Fundraising setting should be configured to resolve the issue?

- A. Select a Donor Matching Method value.
- **B. Increase the Installment Extension Day Count setting.**
- C. Change the Recency score thresholds.

### Antwort: B

#### Begründung:

When processing checks for recurring gifts in the Nonprofit Cloud, the system attempts to find an "expected" payment record to match against the physical check. In the NPC data model, recurring gifts are managed via Gift Commitments and Gift Commitment Schedules.

The system creates "expected" transactions (installments) based on the schedule. However, donors often send checks that arrive slightly before or after the exact scheduled date. If a check arrives outside of the system's "window of expectation," the Gift Entry interface will not automatically suggest the matching commitment, leading to the "no matching records appear" issue.

The Solution: Installment Extension Day Count

\* Function: This setting defines the number of days beyond the scheduled date that the system will look to find a matching installment. For example, if a gift is scheduled for the 1st of the month but the check arrives on the 10th, and the extension is set to 5 days, the system won't see it.

\* Configuration: The consultant must go to Fundraising Settings in the Setup menu.

\* Adjusting the Value: By increasing the Installment Extension Day Count (e.g., to 14 or 30 days), the consultant widens the "search window."

\* Result: The next time the manager enters a check for that donor, the Gift Entry tool will successfully find and display the active Gift Commitment as a suggested match because the check's date now falls within the extended installment window.

Option C is incorrect because "Donor Matching" helps find the person, but the question specifies that the issue is matching the check to a specific Gift Commitment (the recurring gift record). Option B (RFM scoring) is for analytics and has no impact on the technical matching logic of the gift entry engine.

## 61. Frage

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**NP-Con-102 Prüfungs-Guide:** [https://www.zertpruefung.de/NP-Con-102\\_exam.html](https://www.zertpruefung.de/NP-Con-102_exam.html)

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